

1 FEMALE SPEAKER: Uh-huh.

2 MALE SPEAKER: You're sure that skirt is not too
3 tight?

4 FEMALE SPEAKER: Oh, you're funny. Funny, funny.
5 Funny, funny, funny, funny. Okay. I'm going to get going.
6 I'm going to call Worldcom and see what is going on with
7 this 800 number.

8 MALE SPEAKER: Okay.

9 FEMALE SPEAKER: Okay? Thank you.

10 MALE SPEAKER: What is that?

11 FEMALE SPEAKER: Thank you.

12 MALE SPEAKER: For what?

13 FEMALE SPEAKER: I don't know. I'll just talk to
14 you later.

15 MALE SPEAKER: Okay.

16 FEMALE SPEAKER: Okay. Bye.

17 (End of call)

18 MALE SPEAKER: Thank you for calling Calvary
19 Chapel. Can I help you?

20 MR. HAGER: Yes, sir. Christopher Essel
21 (phonetic) or Easel (phonetic), please.

22 MALE SPEAKER: Actually, he's out for a little
23 while. He probably won't be back until tomorrow morning at
24 some time.

25 MR. HAGER: Okay. Is he accounts payable of the

1 church?

2 MALE SPEAKER: Yes. He is the man you would want
3 to speak to. And I'd love to take a message for you, but I
4 actually don't have a pen anywhere in sight. I apologize.

5 MR. HAGER: Okay. And your name is? Just the
6 first name is fine.

7 MALE SPEAKER: My name is Craig.

8 MR. HAGER: Greg? All right. Thank you. Or
9 Craig. I'm sorry. I thank you very much, and -- excuse me.
10 All right. Oh, that's right. You just said you couldn't
11 take a message for me. All right. Sounds good.

12 MALE SPEAKER: Okay. Sorry for that.

13 MR. HAGER: Thank you. Not a problem. Thank you.

14 MALE SPEAKER: Okay.

15 MR. HAGER: Good-bye.

16 MALE SPEAKER: Bye-bye.

17 (End of call)

18 MALE SPEAKER: Good afternoon, (inaudible).

19 MR. HAGER: Hello, Duke?

20 MALE SPEAKER: Yes.

21 MR. HAGER: Yeah, Duke, Mr. Hager with NOS.

22 MALE SPEAKER: Okay.

23 MR. HAGER: And just following up. The fax has
24 been done?

25 MALE SPEAKER: Oh, not yet. Maybe another 15

1 minutes.

2 MR. HAGER: All right. Why don't you give me a
3 call when you do it.

4 MALE SPEAKER: Okay.

5 MR. HAGER: That way I don't have to keep calling
6 you. Let me give you my number. Well, it's on the fax
7 sheet.

8 MALE SPEAKER: It's on the fax sheet?

9 MR. HAGER: Right. It will be on the fax sheet.

10 MALE SPEAKER: Okay.

11 MR. HAGER: All right?

12 MALE SPEAKER: Okay.

13 MR. HAGER: Thank you.

14 MALE SPEAKER: Fine. Bye.

15 (End of call)

16 FEMALE SPEAKER: Thank you for calling Life Quest.

17 Our offices are currently closed. If you know the
18 extension number of the person you are calling, you may
19 enter it now, or press pound for the company directory. To
20 leave a general message for Life Quest Medical, press two.
21 For Life Quest Surgical Systems, press three. For Life
22 Quest Technologies, press four, or for Life Quest Med
23 Service, press five. Thank you for calling.

24 (End of call)

25 MR. HAGER: Good afternoon. Accounts receivable.

1 How may I help you?

2 MALE SPEAKER: Hi. I had a message in my machine
3 to call 8764.

4 MR. HAGER: Eight-seven -- okay. She is on the
5 phone right now. Would you like her voice mail?

6 MALE SPEAKER: Well, she left a message saying
7 that they were going to disconnect the long distance calls.

8 MR. HAGER: I'm sorry? I'm sorry. I can barely
9 hear you, sir.

10 MALE SPEAKER: They left a message on my machine
11 that you were going to disconnect long distance service.

12 MR. HAGER: Right.

13 MALE SPEAKER: Now I was -- we have issues. She
14 says are we going to pay or not. And if these are
15 disconnected, there will be a major problem. Do you
16 understand me?

17 MR. HAGER: Sir, I understand exactly what you're
18 saying. I did not -- all right. Now what are you giving me
19 a hard time for, sir?

20 MALE SPEAKER: Well, because you're giving me a
21 hard time.

22 MR. HAGER: I am?

23 MALE SPEAKER: The company is.

24 MR. HAGER: All right. Well, maybe the --

25 MALE SPEAKER: And you are their representative.

1 Am I correct?

2 MR. HAGER: Okay, sir. I'm not going to get into
3 that kind of discussion. It's not necessary. You know, I'm
4 answering the phone. I'm in the collections department, and
5 you're upset at an individual or individuals.

6 MALE SPEAKER: No. I'm upset at a company.

7 MR. HAGER: All right. Well, that may be. But,
8 obviously, you know, I'm not going to get into a war of
9 words with you. Now if you'd like to speak with her and
10 she's on the phone, I can either patch through to her voice
11 mail or --

12 MALE SPEAKER: To talk to a machine. Machines
13 cannot do anything other than relay messages.

14 MR. HAGER: That's true. You're 100 percent
15 right, sir. The only other thing I can do is take a manual
16 message and pass it on to her.

17 MALE SPEAKER: Eight-one-five.

18 MR. HAGER: Hold on one second, sir. Your name
19 is?

20 MALE SPEAKER: My phone number is 815-875-3008.

21 MR. HAGER: Okay. She doesn't ask for anybody
22 particular?

23 MALE SPEAKER: No. Tom is the name.

24 MR. HAGER: Tom? Okay. And you'll be there for
25 how long?

1 MALE SPEAKER: I don't know. I've been trying to
2 get through and get phone calls for your organization for
3 the last two weeks, and you haven't done it. I'm not going
4 to stay right here for the next two weeks.

5 MR. HAGER: Sir, sir, sir, of course I wouldn't
6 expect you to do that. Okay.

7 MALE SPEAKER: Well, evidently your company has
8 before.

9 MR. HAGER: Well, I can't speak for anybody else,
10 sir, nor will I speak for anybody else. You know, if they
11 chose to think that way, I hope you proved them wrong. But,
12 you know, I don't know what else to say at that. And again,
13 I'm sorry you've had these problems. All I can do again is
14 apologize as a representative of NOS, which you have
15 correctly stated I am. But also, I know I'm not the culprit
16 of your problem. But again, I will pass this message to
17 her. And at that point, hopefully you and her can resolve
18 this.

19 MALE SPEAKER: I would hope so.

20 MR. HAGER: All right. Anything else I can help
21 you with, sir?

22 MALE SPEAKER: No.

23 MR. HAGER: Very well. Thank you.

24 (End of call)

25 FEMALE SPEAKER: Thank you for calling ABC

1 Staffing Services. Our office hours are 7:30 a.m. to 5:00
2 p.m. Monday through Friday. All of our customer service
3 representatives are handling other calls right now, or you
4 have reached us after hours. So please leave a message
5 after the tone. If you are a client and you have an urgent
6 personnel need, please contact our phone or voice pager at
7 888-410-6296. Again, thank you for calling ABC Staffing.

8 MR. HAGER: Tammy Pearson (phonetic), please call
9 Mr. Hager at 1-888-461-3464. Tammy Pearson, please call Mr.
10 Hager with NOS at 1-888-461-3464. Thank you.

11 (End of call)

12 MR. HAGER: Good afternoon. Accounts receivable.
13 How may I help you?

14 FEMALE SPEAKER: Extension 8792, please.

15 MR. HAGER: Eight-seven-nine-two. Okay. I'm
16 looking here. Eight-seven-nine-two? Is that what you're
17 saying?

18 FEMALE SPEAKER: Extension -- yeah.

19 MR. HAGER: Oh, I see. Never mind. It's right
20 here in front of me. My apology. They -- she left -- I
21 don't know what part of the country you're calling from, but
22 she left at 4 o'clock West Coast time.

23 FEMALE SPEAKER: Oh, okay. Okay. I just wanted
24 to see if she got my fax. I faxed over a check for the
25 phone payment.

1 MR. HAGER: Okay. Let me ask this. What part of
2 the country are you calling from?

3 FEMALE SPEAKER: In California.

4 MR. HAGER: Oh, okay. She will be here -- I don't
5 know if you're an early bird or not, but she'll be here at 7
6 o'clock in the morning.

7 FEMALE SPEAKER: Okay.

8 MR. HAGER: All righty?

9 FEMALE SPEAKER: Thank you.

10 MR. HAGER: My pleasure. Thank you. Bye-bye.

11 (End of call)

12 MALE SPEAKER: Hello. This is Hartman's
13 (phonetic) Appraisal Service. Our fax number is 580-347-
14 2813. Your call is very important to us. If you'll leave
15 your name and number after the tone, we'll be glad to return
16 your call. Thank you very much.

17 MR. HAGER: Jerry Lynn Barry (phonetic), please
18 call Mr. Hager at 1-888-461-3464. Jerry Lynn Barry, please
19 call Mr. Hager at 1-888-461-3464. Thank you.

20 (End of call)

21 FEMALE SPEAKER: Thank you for calling Solomon
22 Barry (phonetic) Associates. We are either on another line
23 or away from our desks at the moment. Please press zero to
24 be transferred to a mailbox, and please leave a message at
25 the prompt. We will return your call as soon as possible.

1 Please do not leave instructions for trades in the voice
2 mailbox. Thank you and have a lovely day.

3 FEMALE SPEAKER: Your call is being transferred to
4 the receptionist.

5 FEMALE SPEAKER: Please record the message after
6 the tone. Thank you.

7 MR. HAGER: A.J. Solomon, please call Mr. Hager at
8 1-888-461-3464. A.J. Solomon, please call Mr. Hager at 1-
9 888-461-3464. Thank you.

10 (End of call)

11 MS. GALLOW: (Inaudible) Committee.

12 MR. HAGER: Good morning. I'd like to speak with
13 Tamara Gallow (phonetic), please.

14 MS. GALLOW: This is she.

15 MR. HAGER: Good morning, Ms. Gallow. My name is
16 Mr. Hager, and I am with the accounts receivable department
17 of NOS Communications.

18 MS. GALLOW: Uh-huh.

19 MR. HAGER: First, I need to inform you this call
20 may be recorded for quality assurance purposes. I'm
21 following up concerning your all's long distance phone bill,
22 three months past due, totaling \$1,246.40.

23 MS. GALLOW: I sent a check out a week and a half
24 ago.

25 MR. HAGER: Oh, okay. What, if I may, check

1 number and the amount? That will be something for me to
2 follow up with.

3 MS. GALLOW: I'll have to call you back because
4 I'll have to get into my computer system.

5 MR. HAGER: Okay. Whenever you're ready.

6 MS. GALLOW: Can I get your number?

7 MR. HAGER: Yes. I said whenever you're ready.

8 MS. GALLOW: Yeah, sure.

9 MR. HAGER: Oh, okay. My name is Mr. Hager,
10 H-A-G-E-R.

11 MS. GALLOW: Uh-huh.

12 MR. HAGER: And my telephone number is 1-888-461-
13 3464.

14 MS. GALLOW: Okay.

15 MR. HAGER: My extension is 8876. And let me
16 leave you your file number here, account number.

17 MS. GALLOW: Okay.

18 MR. HAGER: Five-seven -- and then one, two, three
19 -- four zeros, 8060.

20 MS. GALLOW: Okay.

21 MR. HAGER: Just do it before -- you know, one
22 possible -- do you have more than one account with us?

23 MS. GALLOW: No.

24 MR. HAGER: Just one for, what, two numbers and a
25 fax number? Is that correct?

1 MS. GALLOW: Correct.

2 MR. HAGER: Okay. And you say it went out a week
3 ago, a week and a half ago?

4 MS. GALLOW: Yeah, it did.

5 MR. HAGER: Oh, I believe you. It could somehow
6 have crossed in the mail. But, you know, at your
7 convenience, if you could give me a call back and just let
8 me know the check number and the amount, and that way I'll
9 know what to follow up with and we can get this squared
10 away.

11 MS. GALLOW: Okay, great.

12 MR. HAGER: All righty?

13 MS. GALLOW: Thanks.

14 MR. HAGER: Thank you for your time, Ms. Gallow.
15 Bye-bye.

16 (End of call)

17 MR. HAGER: Good morning. Mr. Hager speaking.
18 How may I help you?

19 FEMALE SPEAKER: Hi. I'm calling about my 800
20 number.

21 MR. HAGER: Yes, ma'am.

22 FEMALE SPEAKER: I mailed a check on the 30th of
23 September for the one billing of \$312.58.

24 MR. HAGER: Okay. Let me -- I'm jumping into
25 different parts of the computer, so bear with me here.

1 FEMALE SPEAKER: Okay.

2 MR. HAGER: Okay. For how much?

3 FEMALE SPEAKER: \$312.58.

4 MR. HAGER: Okay. That would have taken care
5 of --

6 FEMALE SPEAKER: The one bill.

7 MR. HAGER: Right, okay. And then you'd have
8 another bill coming, right.

9 FEMALE SPEAKER: Right. I haven't seen that one
10 yet.

11 MR. HAGER: Let's see when that would have got to
12 you. Oh, no. I can't understand why you haven't received
13 it. It just posted two days ago.

14 FEMALE SPEAKER: Okay. But do you have the
15 \$312.58 posted?

16 MR. HAGER: I'm in Las Vegas. Did you send it to
17 Las Vegas?

18 FEMALE SPEAKER: Yes.

19 MR. HAGER: Oh, you did send it to Las Vegas?

20 FEMALE SPEAKER: Yeah. I looked on the invoice
21 here.

22 MR. HAGER: Well, no. The invoice goes to Tulsa.

23 FEMALE SPEAKER: Oh, okay. I was just looking on
24 my billing that I had, and it said Vegas.

25 MR. HAGER: Right.

1 FEMALE SPEAKER: Maybe it did. I don't know
2 because the slip on the bottom part is gone.

3 MR. HAGER: Okay. If it's off the bill, that's
4 Tulsa, Oklahoma.

5 FEMALE SPEAKER: Okay.

6 MR. HAGER: That's our mail center.

7 FEMALE SPEAKER: All right. That's where it is at
8 then.

9 MR. HAGER: Okay. So I probably won't know about
10 that -- you sent it out when? I'm sorry.

11 FEMALE SPEAKER: The 30th of September.

12 MR. HAGER: Okay. Let's see. That was only last
13 Wednesday. Of course, we've had a weekend in between there.
14 So I probably wouldn't expect anything to be posted
15 earliest Friday.

16 FEMALE SPEAKER: Okay.

17 MR. HAGER: That's just a guess. But, you know --
18 I'm sorry. Go ahead.

19 FEMALE SPEAKER: What do I do now? You know, I
20 can't afford to have my 800 number disconnected.

21 MR. HAGER: Well, one of two things can be done.
22 Boy, I really hate going this route, but the most expedient,
23 of course, would be stop payment and then pay us with some
24 sort of quick pay.

25 FEMALE SPEAKER: Okay.

1 MR. HAGER: I.e., the quick pay being a check by
2 fax. Have you ever done that before with us?

3 FEMALE SPEAKER: No.

4 MR. HAGER: All right. Or a charge card.

5 FEMALE SPEAKER: Okay.

6 MR. HAGER: Check by fax would be -- I would send
7 you an authorization form, and then at that point, you would
8 just make out a check as if you were going to mail it, but
9 fax a copy of that with the authorization.

10 FEMALE SPEAKER: Okay. And then mail the other
11 check or --

12 MR. HAGER: No, no, no.

13 FEMALE SPEAKER: That won't work because the other
14 check is --

15 MR. HAGER: Right. See, that would be the
16 quickest way to do it, would be to stop payment on that --
17 would be to stop payment on the check. Well, see, now I'm
18 reading here -- you have to correct me. You had requested
19 to be canceled?

20 FEMALE SPEAKER: Yeah. I thought they had
21 switched it over to MCI. I don't know. It's kind of
22 confusing. They told me to mail that fax.

23 MR. HAGER: Right, to cancel it.

24 FEMALE SPEAKER: And I had mailed the check. And
25 so I don't know what --

1 MR. HAGER: Oh, okay. You were trying to do both⁶⁵
2 at the same time. Okay.
3 FEMALE SPEAKER: Exactly.
4 MR. HAGER: And instead, we got the cancellation
5 request --
6 FEMALE SPEAKER: By fax, which came instantly.
7 MR. HAGER: Right. And we didn't get the check
8 with it. Okay. So the ideal thing would have been both.
9 Then that way we could have coordinated it to MCI.
10 FEMALE SPEAKER: Yeah.
11 MR. HAGER: Okay. I see where you're at now.
12 FEMALE SPEAKER: Yeah.
13 MR. HAGER: Okay. So you want to be uncanceled.
14 But, obviously, we can't uncanceled you until we get your
15 money, right?
16 FEMALE SPEAKER: I guess.
17 MR. HAGER: So right. So the only thing I can
18 suggest -- I know it's going to -- would be to stop payment
19 on that check and then pay a quick pay where we could, you
20 know, uncanceled you.
21 FEMALE SPEAKER: Okay.
22 MR. HAGER: Now to do that --
23 FEMALE SPEAKER: Or just --
24 MR. HAGER: Oh, go ahead. I'm sorry.
25 FEMALE SPEAKER: Oh, I mean, otherwise -- I'm

1 worried about the other check already going through.

2 MR. HAGER: Right. Well, you may want to call
3 your bank first.

4 FEMALE SPEAKER: Yeah. That's what I was
5 thinking, if I could do that.

6 MR. HAGER: Yeah, sure. Go ahead and call your
7 bank first.

8 FEMALE SPEAKER: And then what happens if it has
9 gone through?

10 MR. HAGER: Well, if it has gone through, we can
11 go a different route.

12 FEMALE SPEAKER: Okay.

13 MR. HAGER: We'll go a totally different route.

14 FEMALE SPEAKER: Okay.

15 MR. HAGER: So let me do this. I'm going to fax
16 you that form.

17 FEMALE SPEAKER: Okay.

18 MR. HAGER: All right? It's called a check by
19 fax. Look at it. And, you know, after you find out what is
20 happening with your bank, give me a call back. Let me give
21 you my number up here.

22 FEMALE SPEAKER: Okay. All right.

23 MR. HAGER: Okay. It's 1-888-461-3464.

24 FEMALE SPEAKER: And your name?

25 MR. HAGER: My name is Mr. Hager.

1 FEMALE SPEAKER: Okay.

2 MR. HAGER: And you have the account number?

3 FEMALE SPEAKER: Yeah.

4 MR. HAGER: Okay. And what eventually you'll need
5 to do is -- well, we'll see what happens with the bank. And
6 that point, what you're going to need to do -- well, we'll
7 need -- well, we'll go from there. But you may, as you're
8 getting prepared -- there is a spot on here, as you see,
9 that will be "please restore my service," or "please restore
10 my 800 number," right? That's the only one you're worried
11 about.

12 FEMALE SPEAKER: Yes. That's the only one.

13 MR. HAGER: Right. And then put the addendum to
14 switch to -- MCI? That's who you wish to be with?

15 FEMALE SPEAKER: Uh-huh.

16 MR. HAGER: Okay. Because I'm still seeing -- you
17 may want to put all my numbers, just to be on the safe side.

18 FEMALE SPEAKER: Okay.

19 MR. HAGER: Excuse me. Okay. And your fax
20 number, please?

21 FEMALE SPEAKER: 307-322-5820.

22 MR. HAGER: 322-5820. I'm going to X mark the
23 spots. And then look at it, and if you have any questions
24 or anything else, feel free to give me a call. Well, feel
25 free to give me a call on anything.

1 FEMALE SPEAKER: Okay.

2 MR. HAGER: But I agree with you. Let's make sure
3 that check has gone through.

4 FEMALE SPEAKER: Okay.

5 MR. HAGER: And then we can go from there.

6 FEMALE SPEAKER: All right. That sounds good.

7 MR. HAGER: And let's see. I've got here -- and
8 this will be coming on its way. And then you'll have it.

9 FEMALE SPEAKER: Okay.

10 MR. HAGER: And then any questions, feel free to
11 give me a holler.

12 FEMALE SPEAKER: I'll do that. Thank you.

13 MR. HAGER: My pleasure. Thank you, ma'am. Bye-
14 bye.

15 MS. GALLOW: Good-bye.

16 (End of call)

17 FEMALE SPEAKER: Voice Marketing.

18 MR. HAGER: Good morning. Amanda, please.

19 FEMALE SPEAKER: I'm sorry. You may have the
20 wrong number. Oh, wait a minute. Is this Mr. Hager?

21 MR. HAGER: Yes.

22 FEMALE SPEAKER: Hey, I had a problem last night.
23 Someone called my line, and they were breathing in it. And
24 I called him back last night, and his voice sounded like
25 yours. And I'm thinking, oh, no.

1 MR. HAGER: I apologize.

2 FEMALE SPEAKER: No. It was -- I've got a number
3 and a name on him. He's from Lacray (phonetic). And I
4 don't now what to do about it. So I was thinking you might
5 be him again.

6 MR. HAGER: Well, I've got a little bit better
7 news.

8 FEMALE SPEAKER: Pardon?

9 MR. HAGER: I'm a little bit of better news. I'm
10 not him.

11 FEMALE SPEAKER: Oh, good, yeah.

12 MR. HAGER: But, of course, what I'm asking for
13 might be worse.

14 FEMALE SPEAKER: Oh, what?

15 MR. HAGER: Yes, ma'am. Oh, wait a minute. I
16 need to -- let me get this out of the way real quick. This
17 call may be recorded for quality assurance purposes.

18 FEMALE SPEAKER: Okay. That's fine.

19 MR. HAGER: And I'm looking at altogether
20 \$1,219.36.

21 FEMALE SPEAKER: Okay. I'm looking at my
22 calendar. My business went under, so we're not going to be
23 doing that work anymore. I'm moving into something else
24 starting January 1st. So I'm paying up all our other bills.
25 Did I make a payment? I did, didn't I, \$100?

1 MR. HAGER: Yes.

2 FEMALE SPEAKER: When was that made?

3 MR. HAGER: Well, I show it posted on the 25th.

4 FEMALE SPEAKER: Of September?

5 MR. HAGER: Right.

6 FEMALE SPEAKER: Twenty-fifth, posted.

7 MR. HAGER: So you probably would have sent it out
8 a couple of days previous. The 25th was what, Monday? No,
9 Friday.

10 FEMALE SPEAKER: Friday, yeah. And I just paid
11 out -- I paid out \$600 last week. I paid out \$700 this
12 week. Next week, I've got to pay out \$300 for my car and
13 another bill. I might -- how about the week of the 20th?
14 Can I send you a payment on the 22nd possibly of \$300?

15 MR. HAGER: Well, let me show you where I'm at
16 here.

17 FEMALE SPEAKER: Okay.

18 MR. HAGER: The minimum I could do -- first off,
19 do you still wish to continue with our service?

20 FEMALE SPEAKER: Well, let me tell you what has
21 happened. The business that we had when we were looking
22 into -- it went under, basically. We lost a lot. We lost
23 66 percent of our business. But we're still going to need
24 long distance because I'm still calling on finance companies
25 and corporations like that.

1 MR. HAGER: Okay.

2 FEMALE SPEAKER: So we need long distance.

3 MR. HAGER: Okay.

4 FEMALE SPEAKER: But I'm not going to guarantee
5 it's going to be over \$100 a month.

6 MR. HAGER: Well, I mean, you do the best you can
7 and we go from there. But now back to the other -- just the
8 way it has worked out, I'm looking at a minimum just to keep
9 it up would be \$600.

10 FEMALE SPEAKER: \$600 to keep it up?

11 MR. HAGER: Right.

12 FEMALE SPEAKER: Let me see.

13 MR. HAGER: The reduction shows because --

14 FEMALE SPEAKER: Did I get another bill? Have I
15 gotten another bill?

16 MR. HAGER: You'll get one shortly.

17 FEMALE SPEAKER: How much is that bill?

18 MR. HAGER: Three thirty-three.

19 FEMALE SPEAKER: Can I send three thirty-three
20 today? Will that help me? And then make a payment on the
21 22nd of 300?

22 MR. HAGER: Absolutely. That will work.

23 FEMALE SPEAKER: God, I am so strapped.

24 MR. HAGER: How you break it up is fine. I don't
25 have a problem, as long as it's done --

1 FEMALE SPEAKER: Right. I understand. And I
2 appreciate you being persistent with it because I'm the one
3 that will forget and go on and won't even call. Okay.
4 Three hundred on -- I should have that sent out today.

5 MR. HAGER: All right. Three today and three on
6 the 22nd. I don't have a problem with --

7 FEMALE SPEAKER: How much was the bill last month
8 you said now?

9 MR. HAGER: 333.46.

10 FEMALE SPEAKER: 333.46.

11 MR. HAGER: Right. You haven't received that yet.

12 FEMALE SPEAKER: Okay. But that's more or less
13 what I need to know. And then I can send you -- you want
14 600 even?

15 MR. HAGER: Yeah. In that area, yes.

16 FEMALE SPEAKER: How about if I send you 200 --
17 what will be 336 --

18 MR. HAGER: Well, just do three and three is fine.
19 That's fine. No big deal how it breaks up, unless you want
20 it for bookkeeping purposes.

21 FEMALE SPEAKER: Yeah. I need to make sure I'm
22 paying the full amount on the bill.

23 MR. HAGER: Okay.

24 FEMALE SPEAKER: You know what I'm saying?

25 MR. HAGER: All right. Well, see, the way it's

1 going to break up -- see, it will automatically go to an
2 older bill. See, right now the bill that's in question here
3 -- let me make sure I'm -- is your August 4th. It's dated
4 August 4th, I should say.

5 FEMALE SPEAKER: Okay. I'm going to send you
6 333.46 this week. The 22nd, I'm going to send you 267.46.
7 That's an even \$600.

8 MR. HAGER: Sounds good to me.

9 FEMALE SPEAKER: Okay. I'm going to write this
10 down.

11 MR. HAGER: Now do you have my address here in
12 Vegas?

13 FEMALE SPEAKER: No. Let me get that again. I've
14 got it in a file, but let me get it again. Go ahead.

15 MR. HAGER: Okay. It would be NOS Communications.
16 And it's 4380 Boulder Highway, Las Vegas, Nevada 89121.

17 FEMALE SPEAKER: Okay. And that bill, now it
18 should get to me this week?

19 MR. HAGER: It should. Let's see when it went
20 out. I'm showing it went out on Tuesday.

21 FEMALE SPEAKER: Okay, good. So I should get it
22 probably tomorrow or today.

23 MR. HAGER: Right. Today is Wednesday. No.
24 Probably a better shot Thursday, Friday.

25 FEMALE SPEAKER: Okay.

1 MR. HAGER: Probably Friday.

2 FEMALE SPEAKER: All right. So I'll send a check
3 out today for 333.46, and the next payment of 267.46 on the
4 22nd.

5 MR. HAGER: Sounds reasonable to me.

6 FEMALE SPEAKER: All right. Thank you, Mr. Hager.

7 MR. HAGER: Not a problem. Thank you. Bye-bye.

8 (End of call)

9 FEMALE SPEAKER: Yes. I'm his wife.

10 MR. HAGER: Oh, okay.

11 FEMALE SPEAKER: I just do the bills.

12 MR. HAGER: No problem.

13 FEMALE SPEAKER: Okay. And it's 1723 number.

14 MR. HAGER: Wait a minute, wait a minute. You're
15 going way too fast for me.

16 FEMALE SPEAKER: I know.

17 MR. HAGER: And your fax number, please.

18 FEMALE SPEAKER: 707-768-1723.

19 MR. HAGER: And let's see here. We've got the
20 phone number. It should be in your direction in a few
21 minutes. Let me just repeat the fax number 707-768-1723.

22 FEMALE SPEAKER: You got it.

23 MR. HAGER: Coming your way, ma'am.

24 FEMALE SPEAKER: Oh, thank you very much for your
25 help.

1 MR. HAGER: My pleasure. Thank you.

2 FEMALE SPEAKER: Okay. Have a good afternoon.

3 MR. HAGER: You, too, ma'am. Bye-bye.

4 FEMALE SPEAKER: Bye.

5 (End of call)

6 MR. HAGER: Good afternoon. Accounts receivable.

7 Mr. Hager speaking. How may I help you?

8 MALE SPEAKER: Returning a call to Stacey, 8858.

9 MR. HAGER: Okay. She left the office -- I don't
10 know what part of the country you're calling from -- 2
11 o'clock West Coast time.

12 MALE SPEAKER: I'm calling from the West Coast.
13 So okay.

14 MR. HAGER: Anything I can help you with, or do
15 you want to wait until Monday? She works 5:00 till 2:00
16 West Coast time.

17 MALE SPEAKER: I don't know what she can -- if you
18 can help me. So since she called me about it and we've been
19 waiting for months for NOS to respond to us, I'm going to
20 guess that from the message she left that they finally got
21 their act together.

22 MR. HAGER: Okay. I'll accept that.

23 MALE SPEAKER: Rather than starting over, I'll
24 just return her call.

25 MR. HAGER: Not a problem.